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New Jersey electronic Patient Care Reporting Program (ePCR)

Frequently Asked Questions

1. Who is ImageTrend and their story?

ImageTrend began business on January 1, 1998 incorporating as a privately held Minnesota-based S-Corporation. The corporate officers are President Mike McBrady and Secretary Treasurer Valerie McBrady. ImageTrend initiated as a software development company focused on "Making the Web Work for Business" by providing streamlined database-driven Web solutions. The company advanced this paradigm through its unique philosophy that combined a detailed understanding of their clients' business practices and applying the growing library of ImageTrend packaged Web solution components and products to rapidly create targeted, efficient Web systems. This enabled them to solve complex business issues, efficiently connecting businesses to their partners, employees and customers.

ImageTrend incorporates a solid 16 year history. ImageTrend's EMS systems have been in operation since 2001 and have a history of collecting over 50,000,000 incidents from over 1,500 clients. During this time, ImageTrend has grown in every aspect of its product development. The ImageTrend staff has grown from 2 employees to over 150 within this timeframe, and has collected over 50 million EMS related runs, becoming a leader and innovator in the EMS market.

ImageTrend's introduction into the EMS market came from the State of Minnesota, as they were searching for a cost-effective solution for the collection and management of EMS pre-hospital data. ImageTrend not only offered the EMSRB (Minnesota EMS Regulatory Board) a sophisticated database-driven solution, but expanded this explaining that a Web-based data entry possibility would provide their out-State services a straightforward, low cost opportunity for data entry. This provided a platform for 100% compliance with mandated EMS data reporting within Minnesota. Developing multiple data exchange methods (XML, Access, Formatted File, ODBC) gave services that were already collecting data electronically a means to move their data to the State and allowed them to choose the best method for their system. Since then 30 additional states have selected ImageTrend's Electronic Patient Care Reporting tool to meet their statewide pre-hospital patient care data collection, analysis and reporting needs.

2. What is Image Trend's stability as a company?

ImageTrend will be 17 years old on January 1, 2015 and has consistent growth, while remaining debt-free and profitable. The data management solutions are divided into three divisions that provide a stable revenue flow and average in excess of 25% growth per year.

Additionally, with the NEMSIS 3 initiative underway, Image Trend is developing and finalizing the Elite Platform for the NEMSIS version 3 and NJ State data dictionary and will be working with clients to plan their upgrade and implementation strategy. On May 29, 2014, ImageTrend Elite (IPad platform) was formally certified as NEMSIS v3.3.3

ImageTrend provides support for their applications and hosting. Support includes technical diagnosis and fixes of technology issues involving software and server hardware. ImageTrend has a broad range of technical support and proposes to provide service in the areas of:

- Website Hosting and Support
- Web Application Development/Enhancement
- Database Administration/Support
- Project Management
- Systems Engineering/Architecture

Product Support

ImageTrend will provide ongoing support as contracted after installation for the customer. This includes continued attention to product performance and general maintenance. ImageTrend offers multi-level technical support, based on level-two user support by accommodating both the general inquiries of the administrators and those of the system users. Image Trend will give the administrators the ability to field support for the system as the first level of contact while providing them the option to refer inquiries directly to ImageTrend.

ImageTrend's Support Team is available Monday through Friday from 7:00 am to 6:00 pm CST via the Support Suite, email or telephone.

Support Suite: www.imagetrend.com/support

Email: support@imagetrend.com

Toll Free: 1-888-730-3255

Phone: 952-469-1589

ImageTrend's support team is available to clients during ImageTrend's normal business hours (7:00 a.m. to 6:00 p.m. Central Standard Time, Monday through Friday, excluding holidays). Non-emergency support requests made after business hours will be addressed the next business day.

3. What are Image Trend's security standards (HIPAA and IT)?

ImageTrend applications meet or exceed State and federal data privacy requirements and the HIPAA guidelines. Secure logins are an industry standard process and are part of the HIPAA guidelines for data protection. These are implemented throughout the application with the use of

the hierarchical security access features of the ImageTrend security module, which provides the environment for controlling the access necessary to provide data protection. The application also provides for security breach notifications and audit trails.

Application Securities

Secure User Login

- The application adheres to business standard practices for security to ensure only authorized access to the system
- Password Encryption
- Hash function implementation
- Temporary account suspension for sessions failing to successfully login after three tries
- Check access log for sequential unsuccessful logins
- Set session logout variable

Password Requirements

- Length and Complexity Enforcement
- Validate Password for Case, Length (8 characters), and Composition

Login Expirations

- Validate for expired logins
- Force password changes on expired logins and restrict site access until new, valid password is created

Page Access Checking

- Page Access Checking to make sure user has properly logged in and is not entering the site via an external link

SSL Server Certificate

- 128-bit encryption Security Certificate

Permissions Administration

Manage Users and Groups

The application employs a hierarchical based password administration as a series of group policies to control application entry and level of access within the application. With the system administrator being the highest level of security, groups can be created below that to encompass all other group needs, which may include:

- Director – Access to view all runs within their service.
- Multiple Service Administrators – User Access and administration to multiple services.

Permissions and Rights

Permission and rights are governed by the ability of what the user can see and do. At the global level, rights are based on the following criteria:

- County
- City
- Service

On the service level, there are two levels:

- Administrator

- User

Service administrators can control and edit all the functions with their own service. Service users have the ability to edit and view their own information.

Password Administration

- Through the Application Access Control, the system administrator can determine several features regarding the password administration:
- Number of days without login to the application before the user's account is suspended
- Number of attempts a user can attempt to login before their account is placed on temporary suspend
- Set the password to contain at least one numeric character
- Set the password to contain at least one uppercase character
- Time in hours that a user cannot change their password after last change
- Number of past passwords stored in the log table for a user
- Number of passwords in the log table to be compared with the newest password to prevent repeat use of passwords
- Minimum number of characters in the password
- Number of days the user will be notified before they must change their password
- An Email Confidentiality statement can be added, edited and deleted
- An inactive account message can be added, edited and deleted
- Security questions prompt on login or password retrieval
- Encrypt security question answer

Procedural Securities

Hosting Environment

ImageTrend's Web applications are hosted in a state-of-the-art, 4,500 square foot data center. Built in a vault with 21" concrete walls, the facilities offer the maximum level of security and stability for hosting needs. The data center features triple redundant, high-speed internet connections over fiber optic trunk lines. Only authorized personnel have access to the data floor. The data center is monitored electronically and a log book is kept to monitor and record individuals accessing the server room.

ImageTrend's production network consists of application/web and database servers. The databases are on a private network with access control managed through the firewall, permitting only authorized administrators or approved VPN access.

Applications are monitored for availability and performance from multiple locations to ensure an accurate measure of current system health. Slow application pages and long running database queries are logged for analysis by server administrators and development staff. Serious errors and performance degradation trigger email alerts which are sent to support staff.

Auditing

The State Bridge's audit trail tracks user information when accessing the secure portion of the application. IP address, User ID, date/time, browser information, along with information on each file accessed, is all tracked within a separate database. This database is kept for a period of time for reporting purposes and audit trails.

Any security breaches are logged within the Image Trend Project Management system for any HIPAA disclosures related to security breaches or information disclosures. If a security breach happens, the security module currently sends an email to the Director of Development and the Security Officer, who in turn notifies the designated customer contact.

Personnel

All ImageTrend employees are subjected to background checks and are required to attend and successfully complete HIPAA training. The ImageTrend Project Management System gives a facility to track any HIPAA Security Incidents or Information Disclosure Incidents for reporting purposes.

Only those certified ImageTrend employees that work with either hardware or software related to the specified application or project will access the data center and interact with the servers. These employees have worked with the hardware as part of the IT support staff or are part of the Implementation team as software developers. Authorization is granted from the management level.

4. Where else in the country does Image Trend exist?

ImageTrend's corporate headquarters are located in Lakeville, MN with satellite offices in Seattle, WA; Altadena, CA; Evergreen, CO; Austin, TX; Lincoln, NE; Chicago, IL; Fort Myers, FL; and Charlotte, NC.

5. How is Image Trend handling implementation?

ImageTrend will meet with the State to develop a final implementation timeline to fit the State's needs. Since this is a product offering, the implementation process consists mostly of installation, testing and training performed by ImageTrend personnel. The information below outlines the typical implementation process for statewide solutions.

Hosting

ImageTrend's hosting environment provides 99.9% availability and is comprised of state-of-the-art Blade Servers and SAN storage that ensure this level of availability with software and infrastructure virtualizations, blade computing redundancies and backup storage policies. Our data center service is recognized by Microsoft as being in the top 100 of their "Top Tiered Hosting Partners".

Security

The multi-tiered security module incorporated into this application meets HIPAA guidelines and has been reviewed by HIPAA officers of various organizations with a positive outcome. The reporting and auditing functions of the application's procedures allow for complete safeguarding and immediate notifications of any attempted breaches. This provides for data access only through assigned permissions and ensures that only those intended see their data and can access it for reporting.

Testing

Testing will include performance, stability, data integrity, and connectivity measures. Complete testing and acceptance criteria are mutually detailed during the kick-off meeting. In general the tasks will be performed by the ImageTrend team with the service team members responsible for review, modification requests and acceptance. Actual data collection during the pilot, however, is performed by EMS field personnel.

Training

Training for ImageTrend systems can be constructed in multiple formats depending on the training needs. ImageTrend provides as a basis a “Train-the-trainer” style session. This trains the designated person(s) in all aspects of system administration and usage and provides the basic materials for the training plan for all EMS field personnel. This training session can easily accommodate many people and can be accomplished within an 8 hour session.

6. How and when will training happen?

ImageTrend will work closely with the State to develop a training plan specific to New Jersey's ePCR solution. Once the system is installed in the production environment and customized to meet the unique needs of New Jersey, training can take place.

ImageTrend offers training courses for all products offered, as well as customized training for clients with specific learning needs. The training programs is designed to help administrators and field personnel make the most of the system. The ImageTrend Training Curriculum will be reviewed with the Office of Emergency Medical Services (OEMS) and customized to ensure that all courses are designed to address the specific needs. “Train-the-trainer” sessions will train a designated person(s) from each agency in all aspects of system administration and usage and provides the basic materials for the training plan for all EMS field personnel.

It is the intent of the Department of Health to host 2 to 3 train-the-trainer on site sessions in the North, Central, and Southern regions of the New Jersey. In addition the Image Trend will host online training session on a regular recurring basis.

Administrative Training

Administration Training will focus on system administration and all the features associated with maintaining the application. Additional training will focus on data collection as well as reporting and data analysis. Administration training will include the knowledge to provide Level 1 support and training to field personnel. This training session can easily accommodate 10 – 15 people and can be accomplished within an 8 hour session.

Documentation

ImageTrend will provide a training plan, course outline, system documentation and user guides to assist in system comprehension. Course syllabi and scenario templates are prepared to enhance system understanding and are made available in a variety of formats for duplication. Other training materials provided include: FAQs, Education Evaluation and an Education Review Checklist. ImageTrend can also provide a Certificate of Education upon completion of the training course(s) if needed.

Online Help and Education

ImageTrend also offers the ImageTrend University to promote ongoing and self-guided education and training of our solutions. When accessing ImageTrend University through the application, users can view educational videos, manuals, quick guides and workbooks to assist them in better understanding our software and support “Train-the-Trainer” sessions. These have been very useful as both refresher and initial education materials. A sample demonstration of ImageTrend University can be found at www.imagetrend.com/support/user-education.

7. How is Image Trend handling the state’s legacy data from EMS Charts?

ImageTrend’s team has spoken directly with the State to confirm the following process for handling legacy data from emsCharts. Services will fill out an exit form from the emsCharts website and submit a letter on their department letterhead stating their intentions. This commences the exit process and lets emsCharts know they need to put the incident data out onto an FTP site for ImageTrend services to pick up. emsCharts will also need to provide a MHT file of all the attachments and images. ImageTrend will migrate this data over at no additional cost.

8. How can an agency sign up?

The State of New Jersey is setting up a process where agencies can sign up for the electronic Patient Care Reporting Program (ePCR). Detailed information about registering will be posted to the DOH/OEMS website (<http://www.state.nj.us/health/ems>). Once this process is started, ImageTrend will contact individual agencies to distribute the software license keys and schedule training.

9. This current version is NEMSIS v2, how are we handling NEMSIS v3?

On May 29, 2014, ImageTrend Elite was formally certified as NEMSIS v3.3.3 Compliant. Image Trend has developed and is finalizing the Elite Platform for the NEMSIS version 3 data dictionary and is currently working with current clients to plan their upgrade and implementation strategy. ImageTrend will work closely with each of new agency to determine if an upgrade meet their unique needs.

10. What hardware can be used with ImageTrend software?

ImageTrend’s EMS State Bridge can be accessed from any device with an Internet connection. The ePCR system has been optimized for use with devices that meet the following specifications:

Required:

1 GHz Processor (non-Atom)
2 GB RAM
600 MB Available Hard Disk Space
802.11 Wireless

Optimal:

Multi-core processor; Intel Core i5 or greater
4 GB RAM or greater
64-bit Windows operating system
1 GB Available Hard Disk Space
802.11 Wireless
Bluetooth

Operating Systems Supported

Microsoft Windows XP, Vista, Windows 7, Windows 8, Windows 8.1 (Windows RT not supported)

Screen Resolution Supported

1024x768 or greater

Additional Software

Microsoft .NET Framework 4.0 or higher for version 5.6 and greater
Microsoft .NET Framework 3.5 SP1 or higher for versions up to 5.5
Adobe Flash Player 11 or higher
Adobe Reader 10 or higher

ImageTrend Elite Field: EMS has been optimized for use with desktop and laptop computers, certain Apple/Android tablet devices, and certain Windows based tablets.

11. What are some of the other interfaces or modules available to the end user beyond what the state will offer?

The following additional modules can be added onto the State Bridge at any time:

ImageTrend Hospital Dashboard streamlines communications between medical personnel working in ambulances and hospitals and displays incoming patient information.

Scheduler

ImageTrend's Scheduler module reduces administrative time and relieves frustration of creating shift schedules.

Inventory

The Inventory Module allows the tracking and management of physical assets on a high-level or detailed basis.

CAD Integration

ImageTrend has more than 225 CAD integrations with over 34 different CAD vendors for both Fire and EMS systems. Dispatches are XML files that contain full or partial run information that are automatically recognized by the ImageTrend ePCR application. A file with extension .xmd will open automatically and populate a run form with the information that is contained within the file.

Billing Interfaces

ImageTrend's software fully supports integration with billing systems and software based upon XML data exchange. In some cases they utilize CSV data exchange to support other billing integrations.